



What is CommunityCARE?

CommunityCARE is a Medicaid program that links each enrollee with a CommunityCARE doctor or clinic, also called your Primary Care Doctor (or PCP). The PCP is your "medical home" for most of your medical needs, and

- Will be available or will arrange for medical care coverage 24 hours a day, 7 days a week, including holidays
- Will take care of your routine medical needs
- Will refer you to specialists and admit you to the hospital when needed
- Will provide or arrange for KIDMED checkups and immunizations (shots)

When you need medical care, you must call your CommunityCARE PCP first. If you are visiting away from home and need to see a doctor, you must still call your CommunityCARE PCP for instructions. If you need medical care, you should call your CommunityCARE PCP's office even if you think the office might be closed. Your PCP should have a phone message telling you how to get the care you need.



Keep These Telephone Numbers

CommunityCARE Toll Free Member Hotline
Hearing Impaired TTY Toll Free Hotline
CommunityCARE Toll Free Nurse Helpline

1-800-259-4444
1-877-544-9544
1-866-529-1681

Your Medicaid card may not cover treatment in the emergency room for minor illnesses and injuries that should have been treated in your doctor's office. If you receive treatment in the emergency room for a problem that does not meet the reasons below, you might have to pay the bill.

An emergency is a **sudden** or **unexpected** condition that cannot wait until the following day to be treated in your doctor's office. **You should ONLY go to the emergency room or call 911 if:**

- You or your child has very serious symptoms and/or severe pain
- You feel that your or your child's health, body functions or life are in danger if you do not get treatment immediately
- You are pregnant and feel that your or your unborn baby's health or life is in danger if you don't get treatment immediately

If you have an emergency condition, go to the nearest emergency room.

If you are not sure whether your illness or injury is an emergency, you should call your CommunityCARE doctor. If you can't reach your CommunityCARE doctor, you may also call the CommunityCARE Nurse Helpline at 1-866-529-1681. A nurse will help you decide whether you need to go to the emergency room.



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